

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit Not Known
Examiner Not Known

In Re: Oleg Bondarenko et al.
Case: P5141C1
Serial No.: NA
Filed: 04/20/2004
Subject: Method and Apparatus for Providing Estimated Response-Wait-Time
Displays for Data Network-Based Inquiries to a Communication Center

To the Commissioner of Patents and Trademarks
Alexandria, VA 22313

Preliminary Amendment

Dear Sir,

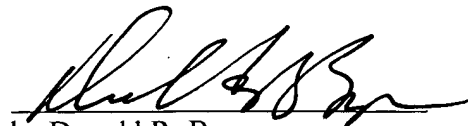
In the specification:

Please add a section entitled "Cross-Reference to Related Documents" beginning at line 5 as follows:

The present application is a continuation application of co-pending patent application serial number 10/086,337 entitled "Method and Apparatus for Providing Estimated Response-Wait-Time Displays for Data Network-Based Inquiries to a Communication Center," which is a divisional of U.S. Patent No. 6,389,028 entitled "Method and Apparatus for Providing Estimated Response-Wait-Time Displays for Data Network-Based Inquiries to a Communication Center," filed on September 24, 1999, which are incorporated in their entirety by reference.

If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully submitted,
Oleg Bondarenko et al.



by Donald R. Boys
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